ಬೆಂಗಳೂರು ವಿದ್ಯುತ್ ಸರಬರಾಜು ನಿಗಮ ನಿಯಮಿತ

CIN: U04010KA2002SGC030438

BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

No:BESCOM/DSM/GM/DGM/AGM-5/24-25/2914-15
Encl: -
Ph:080-080-22340816
Email: gmdsm.work@gmail.com

O/o the General Manager(Ele)
DSM section,
Corporate Office, II Block,
Ground floor, K. R. Circle,
Bangalore – 560 001.
Date: 24.01.2025

CLARIFICATIONS-I

Sub: Providing services for development of unified online SRTPV portal /web application for use of BESCOM, GESCOM, HESCOM, MESCOM & CESC and maintenance & Updation of the web application for a period of 2 years and extendable for one more year on mutual consent.

Ref:

1) Bid Enquiry No: Tender enquiry No.: BESCOM/2024-25/SE0227
2) Paper Notifications dated 17.12.2024.
3) Pre-bid meeting held on 10.01.2025.

The following clarifications pertaining to subject bid enquiry are herewith issued consequent to request from the prospective bidders and deliberations during pre-bid meeting.

Sl No	Document & Clause No.	Clarification sought from Bidders	Proposed Clarification
1	**Section:2 of Technical requirements** Bidder should be in the Information Technology (IT) / Information Technology Enabled Services (ITES) business for a period of previous 5 Years i.e. from 2019-20 to 2023-24.	We request you to consider the work done in the FY 24-25 as we almost at the end of the FY	Tender Conditions prevail

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2	**Section:3 of Technical requirements** The Bidder must have Developed, deployed and/or maintained at least 2 web-based software for any Government departments/Private institutions / PSUs in India in any of the preceding 5 financial years i.e. during FY 2019-20 to 2023-24.	We request you to consider the work done in the FY 24-25 as we almost at the end of the FY.	Tender Conditions prevail
3	**2.12.1. Evaluation of Financial Bid** The method of selection is LCS- Least Cost Selection.	Request you to clarify it its QCBS based or L1 Bidder. If it is L1 based, the price changes from vendor to vendor for hosting in cloud. The RFP specifies the evaluation methodology as LCS. Considering the substantial services portion of the scope, which requires high-quality resources to develop a robust and scalable portal for ESCOMs, it is essential that the bidder's quality be thoroughly evaluated. Hence, we recommend adopting the QCBS method with a 70:30 ratio to ensure the selection of a bidder capable of delivering high-quality outcomes. Please clarify if QCBS can be considered for this bid.	Tender Conditions prevail.

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4	**Earnest Money Deposit**	We submit that given the length and breadth of the scope; the project is under budgeted at INR 2.3 crore. Similar RFP was floated by Bureau of Energy Efficiency (BEE) with a budget >6 cr and by other DISCOMs as well with similar budget. Hence, we request you to reconsider revising the budget. The scope of work outlined in the RFP is extensive, involving the development of a unified portal for multiple ESCOMs and its maintenance for an extended period. However, the allocated budget appears to be significantly limited for a project of this magnitude and complexity. Considering the resources, infrastructure, and time required, is there a possibility to revise the budget to align with the scope of the project? Please clarify. The estimated budget is of Rs 2,33,00,000/-, which is too low. Request you to increase the budget to at least Rs. 5,00,00,000/- (excl. GST)	Tender Conditions prevail.

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5	**Section 4.1 Development of online web application common for all ESCOMs: Payment gateway integration**	What are the different payment options we should consider for Payment gateway integration. Any payment gateway has been finalized? Are there any specific financial institutions or payment gateways to integrate with?	At present BillDesk payment gateway is being used by BESCOM. However, BESCOM may opt for additional payment gateways the same are to be integrated with common portal.
6	**Section 4.1** Payment gateway integration	Do we have subscription for SMS from any gateway	The charges for provisioning SMS gateway will be borne by BESCOM.
7	**Section 4.1 Development of online web application common for all ESCOMs**: Integration with third party for providing digital e-stamping and e-sign services. . Integration with PM Surya Ghar and other portals. **Sub section:4.2** Integration of web application with other online applications	Can we have complete list of integration to be made, or we should consider only mentioned integration in RFP are final. Please specify which are the any other third party applications which are required to be integrated with as it has an impact on the cost estimate. Moreover, please add the integration line item in the price bid for objectivity as BESCOM may, in future require integration with other applications which would attract additional cost and hence discovering the cost here would help. ,	At present, the ESCOM portals are integrated with following third party applications; a. PM Surya Ghar Portal. b. BESCOM billing applications for RAPDRP and Non-RAPDRP areas. c. NeSl portal for facilitating e-stamp & e-sign.

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8	**Section 4.1 Development of online web application common for all ESCOMs**:	Who are the primary users of the platform? Are there different levels of access for different user roles (e.g., ESCOM staff, consumers, regulators)	The Primary users are ESCOM Consumers, officers and vendors. Different level of access is to be provided to different category users.
9	**Section 4.1 Development of online web application common for all ESCOMs** Integration with PM Surya Ghar and other portals	What needs to be integrated? How many API's or features?	Currently there are 6 different API need to be integrated with PM Surya Ghar Portal (MNRE portal). As the program evolves there may be requirement for integration of additional APIs
10	**Section 4.1 b) Development of online web application common for all ESCOMs** b. Present workflow of the portal:	What is the depth of the workflow? Who are the stakeholders? How many workflows do we have in total?	Workflow is as per the clause scope of the work of RFP. However, BESCOM might deviate the workflow for benefit of its Consumers.
11	**Section 4.1 b) Development of online web application common for all ESCOMs**	Are there any external stakeholders (e.g., government bodies, private vendors) we should coordinate with?	BESCOM will co-ordinate with all the stakeholders. The successful bidder is required to impart training to the stakeholders.
12	**Section 4.1 Development of online web application common for all ESCOMs**	Can you provide detailed information about the existing portals (e.g., features, user base, technical architecture.	The detailed information is as per scope of the work of the RFP.
13	**Section 4.1**		Consumer records and the application history

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	Development of online web application common for all ESCOMs	What volume and type of data need to be migrated to the new platform (e.g., user records, application history)? Are there any compatibility issues with legacy systems or databases?	need to be migrated new server. The present volume of the data is 100GB inclusive of all ESCOMs and type of the data is .SQL
14	**Section 4.1 Development of online web application common for all ESCOMs**	What is the expected process for user registration (e.g., self-registration, admin approval)? How will user roles (e.g., Initiator, Approver, Evaluator) and permissions be managed?	Complete workflow has been explained in the clause Scope of the work of the RFP including user roles.
15	**Section 4.1 Development of online web application common for all ESCOMs**	Besides English and Kannada, are there any other languages needed now or in the future? Should translations cover the full platform or just user-facing components?	Only Kannada and English. Translations need to cover user facing components.
16	**Section 4.1 Development of online web application common for all ESCOMs**	Are there any hosting preferences (e.g., MeitY-approved cloud services)?	The cloud services to be from MeitY empanelled service provider.
17	**Section 4.1 Development of online web application common for all ESCOMs**	What is the expected user base at launch, and what growth is anticipated over time? Are there peak usage periods to plan for	Expected growth is around 15 to 20% of data available at the time of launch.
18	**Section 4.1 Development of online web**	Are there specific	With respect to cyber security, the successful bidder has

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	application common for all ESCOMs	industry standards or frameworks you want the platform to comply with	to comply with following guidelines; I. Guidelines for Indian Government Websites and Apps. II. CERT –In Security guidelines.
19	**Section 4.1 Development of online web application common for all ESCOMs**	Are there any usability standards or benchmarks the platform should follow? Should the platform cater to non-technical users or those with limited digital literacy?	Platform should cater to non-technical users and web application should be user friendly for even those with limited digital literacy.
20	**Section 4.1 Development of online web application common for all ESCOMs**	Are there requirements to support users with disabilities	Tender conditions prevail
21	**Section 4.1 Development of online web application common for all ESCOMs Sub section 4.1.8 Training**	What level of support is expected post-launch (e.g., 24/7 helpdesk, email support)? Are training materials or user manuals needed for on-boarding Please specify the exact number of participants and the number of training sessions required to be carried out by the firm over the course of 2 years. We request to add this line item in the price bid as	The successful bidder is required to impart training to all the stakeholders for enabling them to use the portal without any difficulties. Training materials and user manuals are required to be uploaded in the portal. Training logistics for trainees will be taken care by respective ESCOMs. Training session is to be conducted for ESCOMs and Energy Department officials once after Go-live of the web application for

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		well. Moreover, we assume that the training logistics for the trainees will be taken care of by the ESCOMs, please confirm.	facilitating smooth transition. After that, if required, training to be imparted once in six month. The successful bidder is required to depute one dedicated person to BESCOM Corporate office during working hours for co-ordination purpose.
22	**Section 4.1 Development of online web application common for all ESCOMs** **Section 4.4 Maintenance & updation of web application for a period of 02 years**	What is the expected frequency of updates (e.g., monthly, quarterly)? We are confident to deliver any additional requirements, however, please confirm that our understanding is correct that any additional requirements or scope additions will have to be dealt though change requests and will have separate commercial consideration. Same has been done in BESCOM RAPDRP Part A and other software development projects.	Updates are to be done to the portal for implementing any KERC/MNRE/GoK/ GoI orders/ directions. Generic /Feed-in Tariff changes are to be made on yearly basis as per KERC orders.
23	**Section 4.1 Development of online web**	Are there strategies in place to on board and train users transitioning	Training needs to be provided to stakeholders for

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	application common for all ESCOMs	from the existing system? How is customer feedback going to be managed.	enabling transition to new system
24	**Section 4.1 Development of online web application common for all ESCOMs**	Are there any critical deadlines or launch dates to meet. We understand the timelines are 6 months Development and Go Live and 24 months maintenance plus 1 year additional extendable basis mutual consent. Please confirm.	The Contract Period is for 36 months; 6 months – For development & Go-Live. 24 months- Updation & maintenance. And updation & maintenance period is extendable for one more year on mutual consent.
25	**Section: 4.5 Resource Deployment**	There are 11 resources asked as part of the project delivery. However, their minimum qualification is missing. It is just mentioned as expert and developer. This is open ended a fresher may also be passed as an expert given the acumen. Hence, please confirm the minimum qualification and the deployment period of these resources. As per Note Sl. No. 2 it is mentioned that resources as required by BESCOM should work from BESCOM corporate office. Please confirm whether the resources are required to be on site or offsite mode is also acceptable. If it is, kindly	All the 11 resources need not work from BESCOM Corporate Office. However, the successful bidder is required to dedicate one resource at BESCOM Corporate Office for co-ordination purpose and the dedicated resource should be present in BESCOM Corporate Office during its working hours.

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		confirm the minimum duration of on site/ off site deployment of resources that is required by BESCOM for us to be able to estimate the efforts on a same plane with other firms.	
26	**Section: 4.3 Provisioning of Server**	Please confirm whether the understanding is correct that two time migration efforts need to be factored in ; 1. When the databases are migrated from the ESCOM servers to the servers hosted by firm on the cloud. 2. When the BESCOM is ready and again it is to be ported from cloud to BESCOM DC. Please confirm whether BESCOM will be having the servers ready at the time of Step 2? Please confirm whether BESCOM has standard monitoring tools and will use the same in their DC. Does the firm have to provide these tools to BESCOM even when BESCOM DC is ready? Moreover, this migration should be treated as a change request and separate price bid line items should be added.	At present, it is required to migrate data from all ESCOMs server to Common server. Costing for data migration from cloud server to BESCOM Data center will be taken up separately.
27	**6.2, Payment Terms**	New Clause to be added firm requested to amend the Payment Terms to add provision for change requests towards payment for any	Tender Conditions prevail.

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		major upgradation due to change in regulations and policies to be paid on man-day basis.	
28	**2.4, Qualifying Requirements of Bidders**	New Clause to be added The bidders should be ISO 27001:2017 certified company and shall possess CMMI Level 3 or higher certification. The bidders are required to submit Copy of certification from authorized certification body valid as on date.	Tender Conditions prevail.
29	**Section 4, Scope of the work.**	As specified in the tender, five electricity supply companies currently have separate portals, and the plan is to create a unified portal. Kindly clarify whether this will involve creation of a completely new portal or only data migration or integration with the existing portals.	As per the scope of the work of this RFP, complete new portal has to be created and data from individual ESCOMs server is required to be migrated to common server.
30	**.8.8.1 Bid Security (EMD)**	Micro and Small Enterprises (MSEs) registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other	Tender conditions prevail.

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		body specified by Ministry of Micro, Small and Medium Enterprises as per MSMED Act 2006, for goods produced and services rendered, shall be issued the bid documents free of cost and shall be exempted from paying bid security. It is advised that all the Prospective Bidders shall register and obtain Udyam Registration Certificate. It may be noted that w.e.f. 1st April 2022, Udyam Registration Certificate shall be only valid Certificate to avail the benefits as per Public Procurement Policy.	

All other terms & conditions for the subject tender remain unaltered.

- Sd-
General Manager (Ele)
DSM Section
BESCOM

Copy to:-

1. PS to MD, BESCOM, K.R. Circle, Bangalore with a request to place before the MD, BESCOM.
2. PS to Director (Technical), BESCOM, K.R. Circle, Bangalore with a request to place before the Director (Technical).